

W-01303A-08-0227
SW-01303A-08-0227



0000090264

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

ORIGINAL

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 72823

Date: 11/6/2008

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: First: Last:
 Gary Csorda

Account Name: Gary Csorda

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Surprise

CBR:

State: AZ Zip: 85374

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

11/6
11/1/2008

Gary Csordas
[REDACTED]

Phone: (623) 544-0176

Email: [REDACTED]

Arizona Corporation Commission
DOCKETED
11/1/2008

DOCKETED BY
[Signature]

RECEIVED
2008 NOV -7 P 4:04
AZ CORP COMMISSION
DOCKET CONTROL

Docket you wish to comment on: Arizona American Water Rate Increase
Case or Utility Name: Arizona American Water
Docket Number: W-01303A-08-0227
Position on Docket: Con

It is unconscionable that this water company is requesting an increase of 58.15% for residential service in Agua Fria Water District and others. I ask you; with the decline of our economy, lost jobs, retirement 401k along with stock incomes destroyed, housing foreclosures on the rise and all Social Security recipients on fixed incomes. Who in their right mind would ask for such an increase? An OUT of STATE water company that's who. It is up to this commission to look and asses very hard the merits of this request and put the Arizona Residents FIRST. Then deny this request based on the impact on we the residents and not this OUT of STATE company regardless of how they try to justify it.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

11/6
November 6, 2008

Mr. Gary Csordas
[REDACTED]
Surprise, AZ 85374

RE: ARIZONA AMERICAN WATER CO.

Dear Mr. Csordas:

Your letter regarding the Arizona American Water Co. ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Trish Meeter
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 11/6/2008

Opinion No. 2008 - 72823

-W-01303A-08-0227
SW-01303A-08-0227

AGUA FRIA

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 72824

Date: 11/6/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Aurthur Hauptert

Account Name: Aurthur Hauptert

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Surprise

CBR:

State: AZ Zip: 85374

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

11/6
Oct. 31, 2008

Arizona Corporation Commission
Docket # W-01303A-08-0227

Enclosed is a notice I received today from Arizona American Water, they are asking for a 58% increase in their rates.

I understand water is a precious commodity here in Arizona but to raise the rates at what they are asking for and the economy what it is how the heck are we going to justify raising the rates now, especially now people can't pay their mortgages as it is. I understand that everything is going up but 58% in my water district would be outrageous at this time.

Respectfully
Aurthur Hauptert

[REDACTED]
Surprise, AZ 85374-2991
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

11/6
November 6, 2008

Mr. Aurthur Hauptert
[REDACTED]
Surprise, AZ 85374

RE: ARIZONA AMERICAN WATER CO.

Dear Mr. Hauptert:

Your letter regarding the Arizona American Water Co. ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Trish Meeter
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 11/6/2008

Opinion No. 2008 - 72824

W. 01303A-08-0227
SW. 01303A-08-0227

Ft Mohave

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 72826

Date: 11/6/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Michael **Last:** Barrett

Account Name: Michael Barrett

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Bullhead City

CBR:

State: AZ **Zip:** 86429

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

11/6 Docket No. SW 01303A 08 0227 Ft Mohave

Oct 29 08

Re: Mohave Wastewater District

We request you refuse granting Rate Request # SW-01303A-08-0227

Michael Barrett
Jessie Barrett

[REDACTED]
Bullhead City, AZ 86429

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/6
November 6, 2008

Mr. Michael Barrett
[REDACTED]
Bullhead City, AZ 86429

RE: ARIZONA AMERICAN WATER CO.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Dear Mr. Barrett:

Your letter regarding the Arizona American Water Co. ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Trish Meeter
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 11/6/2008

Opinion No. 2008 - 72826

W. 01303A-08-0227
SIN 01303A-08-0227

Ft Mohave

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 72827

Date: 11/6/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Oscar **Last:** Garcia

Account Name: Oscar Garcia

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Ft. Mohave

CBR:

State: AZ **Zip:** 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

11/6
October 28, 2008

Arizona Corporation Commission
1200 W. Washington
Phoenix, AZ 85007

Gentlemen:

We recently attended a meeting at the El Rio Country Club regarding the proposed rate increase for wastewater in our area.

We moved here in 1995 and our sewer bill was \$39.00 monthly. We were told as more houses were built and more people moved here, that charge would be reduced. To the contrary, last year our rates were increased \$10.00 monthly and now AZ Amer Water wants to increase our rates to \$89.10 monthly. This is outrageous.

Please take into consideration the fact that many of the residents in this area are elderly and in some financial situation living on Social Security fixed income. All of our costs have gone up food, gas, utilities, prescriptions and an additional \$50.00 monthly sewer charge will create an ever greater hardship. Please take all of this into consideration when making your decision.

Thank You,

Oscar A. & Monica R. Garcia
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

11/6
November 6, 2008

Mr. Oscar Garcia
[REDACTED]
Ft. Mohave, AZ 86426

RE: ARIZONA AMERICAN WATER CO.

Dear Mr. Garcia:

Your letter regarding the Arizona American Water Co. ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Trish Meeter
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 11/6/2008

Opinion No. 2008 - 72827

W. 01303A-08-0227
SW. 01303A-08-0227

PARADISE VALLEY

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 72856

Date: 11/7/2008

Complaint Description: 08A Rate Case Items - Opposed

 N/A Not Applicable

Complaint By: **First:** **Last:**
 Dale **Johnson**

Account Name: Dale Johnson

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Scottsdale

CBR:

State: AZ **Zip:** 85250

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

11/6

To: Arizona Corporation Commission, Consumer Services Section

1200 West Washington Street

Phoenix, AZ 85007

From: Dale C. Johnson

[REDACTED]

Scottsdale, Az 85250

dorgiohnson@gwest.net

480-948-7674

Subject: Docket No. W-01303A-08-0227 et al.

On Oct. 28 at 6:30pm, a meeting was held by the Arizona American water Co. at the Kiva elementary school at 6911 E McDonald Dr., Paradise Valley, Az.

At this meeting the four Company representatives attempted to answer questions from the audience concerning why the company should not raise our water rates by approximately 40%. This is on top of a rate increase of approximately \$35.00 effective April 2007 and numerous other "Sur" charges over the past two years.

When questioned about these increases, some answers met the common sense test, some did not!

A rate increase of \$.70/day is proposed for homes with a 5/8" water meter and a rate increase of \$1.75/day is proposed for homes with a 1" meter, same amount of water usage. This amounts to \$31.50/month

(\$378.00/year) more for those of us who happen to be blessed with a 1" meter; same input pipe, same output pipe, just a different meter. Neighbors on all four sides of me have 5/8" meters. My 1" meter was put in following a rebuild of the house in Oct. 1999.

When questioned about this, the speaker asked for help from the company engineer who said it was because of the Infrastructure required to feed a 1" meter. When suggested that it was exactly the same infrastructure, he said we "could change back to a 5/8" meter which I agreed to and signed up for and was told would be in place within a month. DOES THIS MEET THE COMMON SENSE TEST TO YOU?

Many other questions did not bring reasonable answers such as the companies profit picture which was losing money. When it was brought out that the company recently paid out a dividend of \$.20 per share, to 160,000 shareholders, for one quarter, we were told that this was for the American Water Company. Arizona American

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Water was losing money not the parent company!

This then brought the question of "who owns the American Water Company" and the answer that a German Company owns approximately 50%. The Logical question is "why would Scottsdale and Arizona want a foreign country to receive, the profits received from its citizens, as the result of a proposal which Scottsdale and the Corporation Commission will eventually approve?

As a resident of Arizona for 48 years and Scottsdale for 34 years, I have never seen either entity throw the citizens money away without knowing that they were doing it!

Please give these comments your consideration when deciding to award this company any further compensation rather than improving their operating procedures and effectiveness. Also, I would appreciate an answer concerning what happened to the survey, which I completed, on Scottsdale assuming the ownership and management of the Arizona American Water Company.

CC: Scottsdale City Council

Dale

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/6

November 7, 2008

Dale C. Johnson

[REDACTED]
Scottsdale, AZ 85250

RE: ARIZONA AMERICAN WATER CO.

Dear Water Customer:

Your letter regarding the Arizona American Water Co. ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Trish Meeter
Public Utilities Consumer Analyst
Utilities Division

W-01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 72872

Date: 11/7/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Christine **Last:** Guenther

Account Name: Tom Minor

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Paradise Valley

CBR:

State: AZ **Zip:** 00000

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****PARADISE VALLEY WATER DIVISION*****

Customers are opposed to the 42% rate increase that Arizona-American Water Company is requesting.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/7/08 I explained to consumer that her opinion would be noted and filed in the permanent file. This opinion will also be distributed to Commissioners and Staff members. Closed

Filed in docket no. W-01303A-08-0227 and SW-01303A-08-0227

End of Comments

Date Completed: 11/7/2008

Opinion No. 2008 - 72872